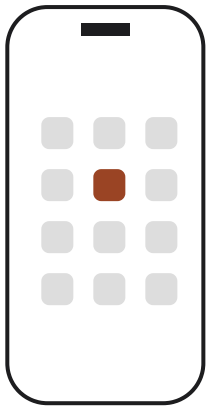
Sorrel & Rye
CAFÉ · BAKERY

Till › User guide

Taking orders on the till

New staff at Sorrel & Rye who take orders at the till

Version **1.1** **6 Nov 2026** Owner **Sorrel & Rye Operations**



New at the counter? This guide takes you through one order on the till, from the first item to the receipt. Riverside shop, Till 1. Your trainer is Aina.

About 10 minutes

for one practice order with Aina.

Cash, card or QR

all work. Most people pay cash in the morning.

Club points

are added when you scan the customer's card.

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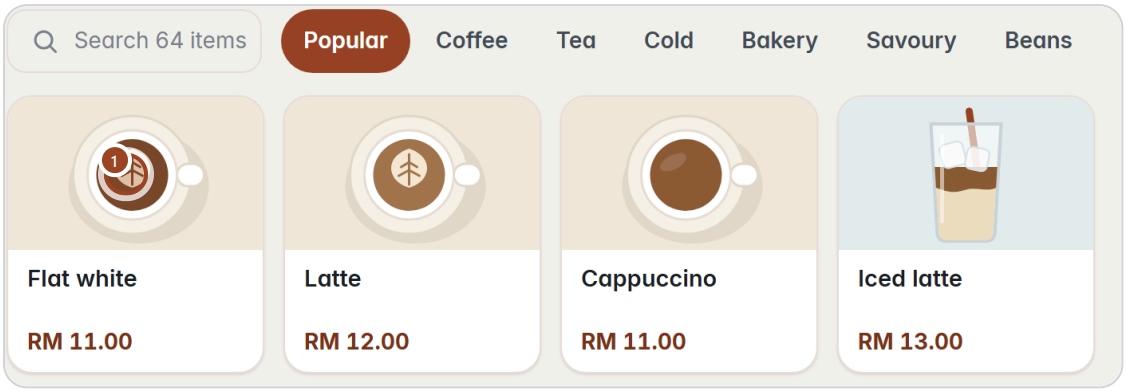
1. Take the order
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1. Take the order

Left bar › **Till**

1.1 Pick an item

1 Tap an item, for example **Flat white**.



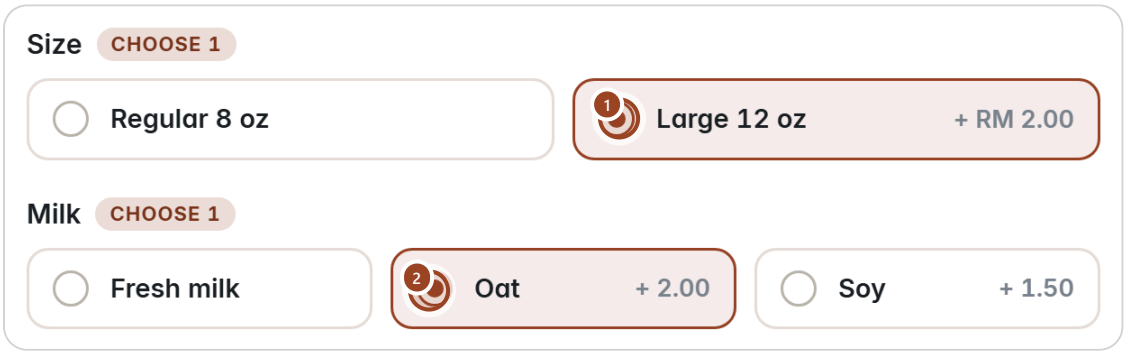
Tap the item

> Sold-out items are grey and you cannot tap them. Tell the customer it is sold out. Do not say "maybe later".

1.2 Choose the options

1 Tap the **size**. Large costs RM 2.00 more.

2 Tap the **milk**. Oat costs RM 2.00 more. Tell the customer before you add it.



Choose the size and the milk

3 Tap **Add to order**. The item moves to the order on the right.

Eating in? Tap **Eat in**, then pick the table and the number of guests. Takeaway needs no table.

2. Add the customer's points

2.1 Scan the Club card

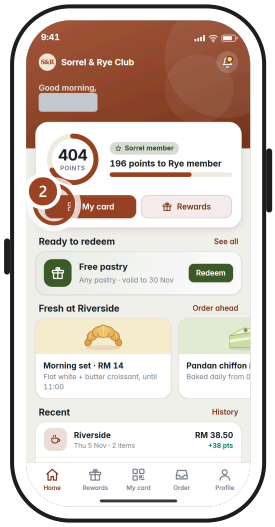
Do this before you tap **Charge**. The customer shows the card in the Club app.

Till

1. Ask the customer to show their card.
2. Scan the QR code with the scanner by the till.
3. Check the name under the **Eat in** buttons. It reads **Sorrel member** and the points.

Loyalty app

1. Open the **Club app** on the phone.
2. Tap **My card**.
3. Tap **Show at the till**.



Home screen: tap My card



My card: tap Show at the till

Important. Never post a photo of a customer's screen in the group chat. It shows their name, phone and member number. In this guide those are grey bars.

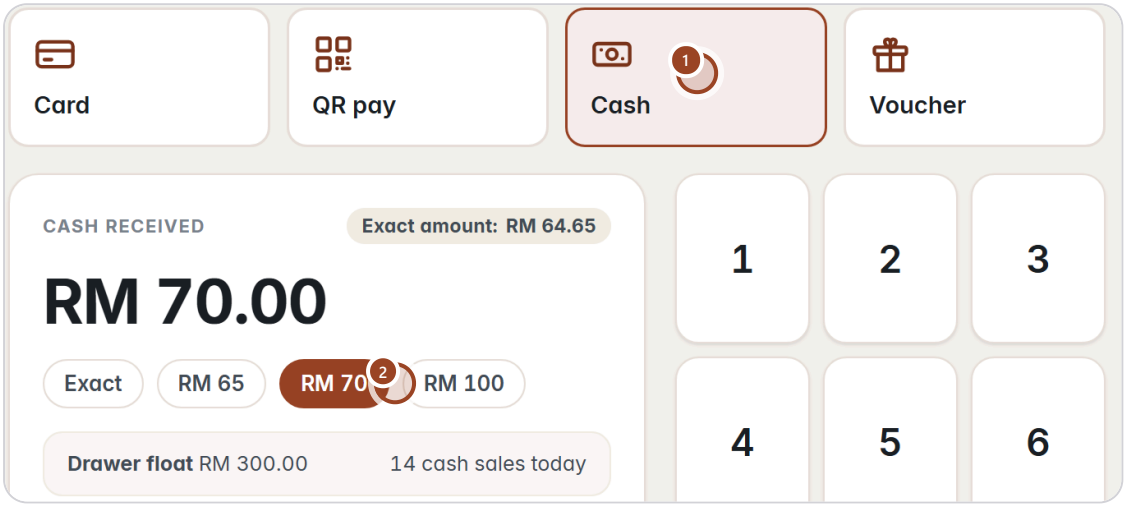
3. Take payment

On the order screen, tap **Charge**. The payment screen opens. Tax of 6% is added for you, and the total is rounded to the nearest 5 sen.

3.1 Take cash

1 Tap **Cash**.

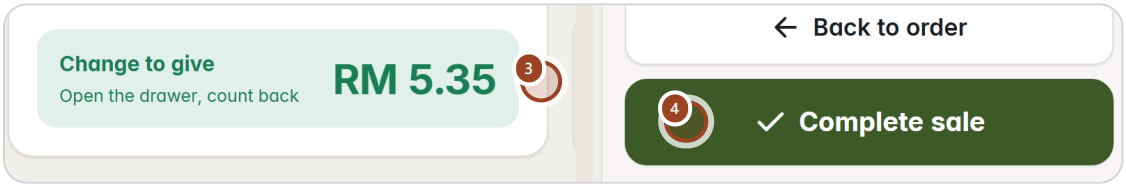
2 Tap the amount the customer gave, for example **RM 70**.



Choose Cash and the amount

3 Read the green **Change to give** box. Open the drawer and count the change back.

4 Tap **Complete sale**.



Check the change, then complete the sale

× **Stop.** Do not tap **Complete sale** before the money is in your hand. Say the change out loud.

3.2 Card, QR or voucher

Tap **Card**, QR pay or **Voucher** instead of **Cash**. The rest is the same. If the wifi drops, the till keeps working and sends the order later. Ask Aina about card payments when the wifi is down.

4. The receipt

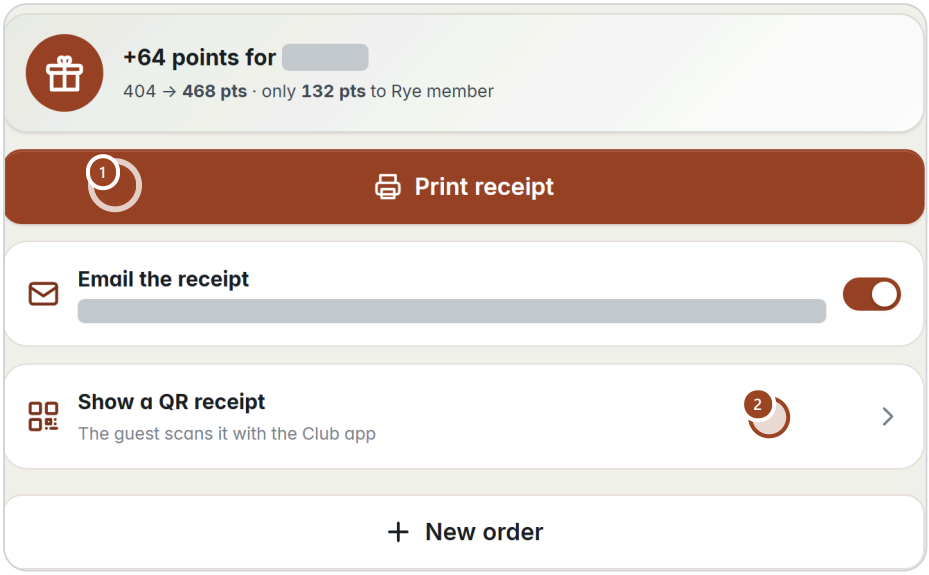
Payment › **Receipt**

4.1 Give the receipt

1 Tap **Print receipt** for the customer.

2 Or tap **Show a QR receipt**. The customer scans it with the Club app.

3 Tap **New order**.



The receipt page with the points earned

The order goes to the kitchen by itself. You see "Order sent to the kitchen" at the bottom.

4.2 Read the points out

The bottom of the receipt shows **Points earned** and **Balance**. Read both out to the customer.



Points earned and balance on the receipt

5. Prices and points at a glance

Item	Extra
Large 12 oz	+ RM 2.00
Oat milk	+ RM 2.00
Soy milk	+ RM 1.50
Extra shot	+ RM 2.50
Vanilla	+ RM 1.50

Rule	Value
Tax added to every order	6%
Points earned	about 1 for each RM 1
Rye member from	600 pts
Example: RM 64.65 order	+64 pts

Change log

Version	Date	Change	By
1.1	2026-11-06	Receipt shows points earned and balance; added the Club app steps	Sorrel & Rye Operations
1.0	2026-11-02	First version	Sorrel & Rye Operations